Coordinated Entry for All Housing Assessor Manual

Table of Contents

Vision

The purpose of Coordinated Entry for All (CEA) is to ensure that all people experiencing homelessness have fair and equal access to housing. The system aims to work with households to understand their strengths and needs, provide a common assessment, and connect them with housing and homeless assistance. Through the use of standardized tools and practices, CEA aims to incorporate the principles of a system-wide housing first approach and prioritize those with the highest service needs.

Coordinated Entry for All is designed to:

- Allow anyone who needs assistance for a housing crisis to know where to go to get that assistance and to be assessed in a standard and consistent way;
- Ensure that households who are experiencing homelessness gain access as efficiently and effectively as possible to available community interventions;
- Prioritize households for limited housing resources based on need and vulnerability;
- Provide clarity, transparency, consistency, and accountability throughout the assessment and referral process for households experiencing homelessness, community partners, and homeless and housing service providers; and
- Facilitate exits from homelessness to stable housing in the most rapid manner possible.

For an overview of King County's CEA system, FAQs, the CEA Operations Manual, monthly updates, forms, trainings and resources in various languages go to www.kingcounty.gov/cea

An effective coordinated entry process is a critical component to any community's efforts to meet the goals of *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. This policy brief describes HUD's views of the characteristics of an effective coordinated entry process.[1]

Roles and Responsibilities

Code of Ethics/ Confidentiality
Households have the right to expect that information you obtain about them is kept confidential and is used only for the purposes of obtaining housing through CEA. This duty

[1] https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf

of confidentiality applies to all information obtained about a household during their assessment. Maintaining a household's confidentiality is fundamental to the partnership between CEA and the household.

- Assessors will meet with households in an environment that protects privacy and confidentiality.
- Assessor will inform clients of the limitations of confidentiality.
- Assessors will only disclose information about a household to assist the individual or family in obtaining housing and services.

Housing Assessors - All designated, fully-trained, Housing Assessors will be responsible for completing the CEA Housing Assessment and entering assessment information into the Homeless Management Information System (HMIS). Housing Assessors will be staff of the Regional Access Points or staff of existing community-based service agencies. More than 300 staff have been trained on the common assessment tool for Coordinated Entry for All system.

All Housing Assessors are required to complete CEA Housing Assessor Training and once trained, will complete HMIS intake and housing assessment with individuals in need of housing. When possible, the Housing Assessor will connect the individual with a Housing Navigator. Housing Assessors' responsibilities include, but are not limited to the following:

- Operating as the initial contact for the *CEA* and communicating eligibility for CEA
- Exploring resources other than homeless housing programs, such as diversion or employment/education,
- Conducting *Housing Assessments*
- Communication with assessed households about next steps and types of resources the household may be referred to
- Participation in case conferences as needed
- Notifying households about other services/resources, programs they may be eligible for outside of CEA, including housing through BHRD, Section 8, emergency housing, and other community-based resources (employment services, behavioral health, domestic violence services, etc.)
- Responding to requests by the *Coordinating Entity,* as appropriate.

To retain HMIS assessment access, all Housing Assessors that have completed training <u>must conduct at least one VI-SPDAT assessment per month and enter the assessment information properly into HMIS</u>

Flag Review Panel - Members of the Flag Review Panel will review assessments that have been flagged by a Housing Assessor indicating that a household's level of vulnerability may not be accurately addressed through the assessment process. The information presented in the flag review process will be viewed from a person-centered focus in order to support housing referrals for households with high vulnerability.

The review panel will maintain a regular meeting, occurring once a week to review assessments that have been flagged, and identify next steps for referral.

Regional Access Points (RAPs) - Agencies selected to serve as the *RAP* sites are responsible for ensuring that all households experiencing homelessness and at-risk of homelessness have prompt access to *Intake* and *Assessments* and that *Assessments* are administered in a safe, welcoming environment.

Coordinating Entity- King County's Department of Community and Human Services, and specifically the Housing and Community Development Division is the Coordinating Entity for CEA. The Coordinating Entity is responsible for the oversight and direction of CEA, including but not limited to the following:

- Creating and widely disseminating materials regarding services available through CEA and how to access those services;
- Designing and delivering training at least annually to all key stakeholder organizations, including but not limited to the required training for Housing Assessors and the Regional Access Points;
- Ensuring that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Managing case conferences to review and resolve flagged assessments compliance with the protocols described in CEA Operations Manual;
- Managing the client grievances process in compliance with the protocols described in CEA Operations Manual;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency in order to remain accountable to clients, referral sources, and homeless service providers throughout the coordinated access process;
- Making periodic adjustments to the CEA as determined necessary;
- Updating policies and procedures.

Assessment Tool

The VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool), developed by OrgCode Consulting[2], is an evidence-informed approach to assessing a household's acuity. The tool, using multiple components, informs how to prioritize who to serve next and why, while concurrently identifying the areas in the person/family's life where support is most likely necessary in order to avoid housing instability. The VI-SPDAT is based upon evidence and has undergone rigorous testing, and has been reviewed by experts in health, mental health, addictions, housing and homelessness and has proven to be effective for a range of populations from an age, gender and cultural perspectives.

CEA uses population-specific versions of the VI-SPDAT. In addition, King County's adoption of this tool includes supplemental questions that support eligibility for local programs.

There are three population specific version of the VI-SPDAT tool:

- **F-SPDAT**:
  The F-SPDAT should be completed when assessing a woman who is pregnant or a household that has at least one child under the age of 18. One assessment is competed for the entire family unit.

- **TAY-SPDAT**:
  The TAY-SPDAT should be completed with someone who is between 17.5-24 years old.

- **VI-SPDAT**:
  The VI-SPDAT should be completed with a single adult who is 25 years of age or older

Updates to the Tool:

The VI-SPDAT receives ongoing updates to incorporate new and stronger evidence and feedback from both staff who have conducted the assessment as well as form individuals who have received the assessment themselves. Coordinated Entry for All currently utilizes version 2 of the VI-SPDAT, first released in May 2015, and will shift to future updated versions of the tool as the CEA Policy Advisory Committee decides by consensus. Once trained on changes to the assessment, the Housing Assessors will adopt the new assessment.

Language support

[2] http://www.orgcode.com/

CEA provides services in the language preferred by the household when completing an assessment and when making a housing referral. If staff are unable to provide in-person interpretation, access to interpretation services is also available through a phone service.

Training

Ongoing monthly trainings will be posted at www.kingcounty.gov/cea where Housing Assessors can look up any upcoming "New CEA Assessor Training" or "Refresher Training for Assessors" sessions.

NOTE: All Housing Assessor who are **new HMIS users must first be trained on HMIS**, provided an overview of Coordinated Entry for All, and how to use the VI-SPDAT tool.

The following steps must be completed to be trained on HMIS:

- All Clarity Human Services (HMIS) users are required to complete **Clarity General Training** before they will be granted access to the system. Clarity General Training is offered via live webinar once each week. Click here to Schedule a Training.
- Once a new user has completed the Clarity General Training, the HMIS lead at their agency must contact the Bitfocus helpdesk at (206) 444-4001 ext. 2 or kcsupport@clarityhs.com to request a an account and log in for the new user.
- Attend an in-person CEA New Assessor Training hosted by King County.
- After the in-person training has been completed, The CEA Program Manager will request assessor access in HMIS for the new user.

The **New Assessor Training** is a three hour training which will include an overview of Coordinated Entry for All system, the Release of Information, VI-SPDAT assessment and how to record its results within the Homeless Management Information System (HMIS).

The **Refresher Training for Assessors** will be a one hour training to address data quality concerns and continuous quality improvement. These trainings will occur once per month and will be either web based meetings or held in-person.

To retain assessor access in HMIS, all assessors that have completed training must conduct at least 1 VISPDAT assessment per month, and properly record its assessment results within the HMIS and participate in a minimum of 2 refresher trainings per year to maintain their assessor access.

Conducting Assessments

All Housing Assessors are trained to complete the assessment in a standardized way with similar messaging so that we can communicate and implement the assessment process and its results clearly and consistently across the community. This ensures both that the benefits to participating in an assessment are described clearly in order to encourage people to participate, but is equally important to make sure that individuals understand that participating does not guarantee (and may not result in) housing. It is also important that individuals receive a clear understanding of where their information will be shared.

The process to conduct the Housing Assessment is outlined in the following steps.

Step 1. Introduction

When a Housing Assessor meeting with a household, they should be sure to cover the following components:

- Name of the assessor and their agency
- Purpose of the VI-SPDAT being completed
- 30 minute duration of the assessment
- Only "yes," "no" or one-word answers are being sought
- Where the information is stored within the Homeless Management Information System
- Assessment information will be shared with providers connected to Coordinated Entry for All so that the individual does not need to complete the assessment multiple times
- Diversion

See Appendix I – Messaging for a sample of the opening script

Step 2. Client Consent to Data Collection and ROI

If a household agrees to participate in the coordinated entry process then they are asked to sign the Homeless Management Information System (HMIS) Client Consent to Data Collection and Release of Information (ROI)[3] and as needed the Department of Veteran Affairs Release of Information form[4] before proceeding to complete the assessment.

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[3] The HMIS Client Consent to Data Collection and ROI can be found at http://kingcounty.hmis.cc/client-forms/

[4] The Department of Veteran Affairs Release of Information http://kingcounty.hmis.cc/wp-content/uploads/2015/09/VA-ROI-March-2016.pdf

Personal information is not entered in HMIS for people who are 1) receiving services from domestic violence agencies; 2) fleeing or in danger from domestic violence, dating violence, sexual assault or stalking situation; or 3) have revealed information about being HIV positive or having AIDS. **Housing Assessors should follow the refused Consent instructions outlined below under "Refused Consent".**

Housing Assessors are required to upload all applicable releases of information into the HMIS database for every household they assess.

HMIS ROI

The same HMIS Release of Information is utilized by all participating agencies that use HMIS. With this form, a household will understand what HMIS is, the purpose of the form, the information collected, and can give permission to have their information collected and shared with Partner Agencies that help King County provide housing and services. A current list of Partner Agencies is at http://kingcounty.hmis.cc/participatingagencies/.

The HMIS information shared will be used to help households get housing and services. It will also be used to help evaluate the quality of housing and service programs. The Partner Agencies may change over time.

See Appendix II – HMIS Client Information Sheet

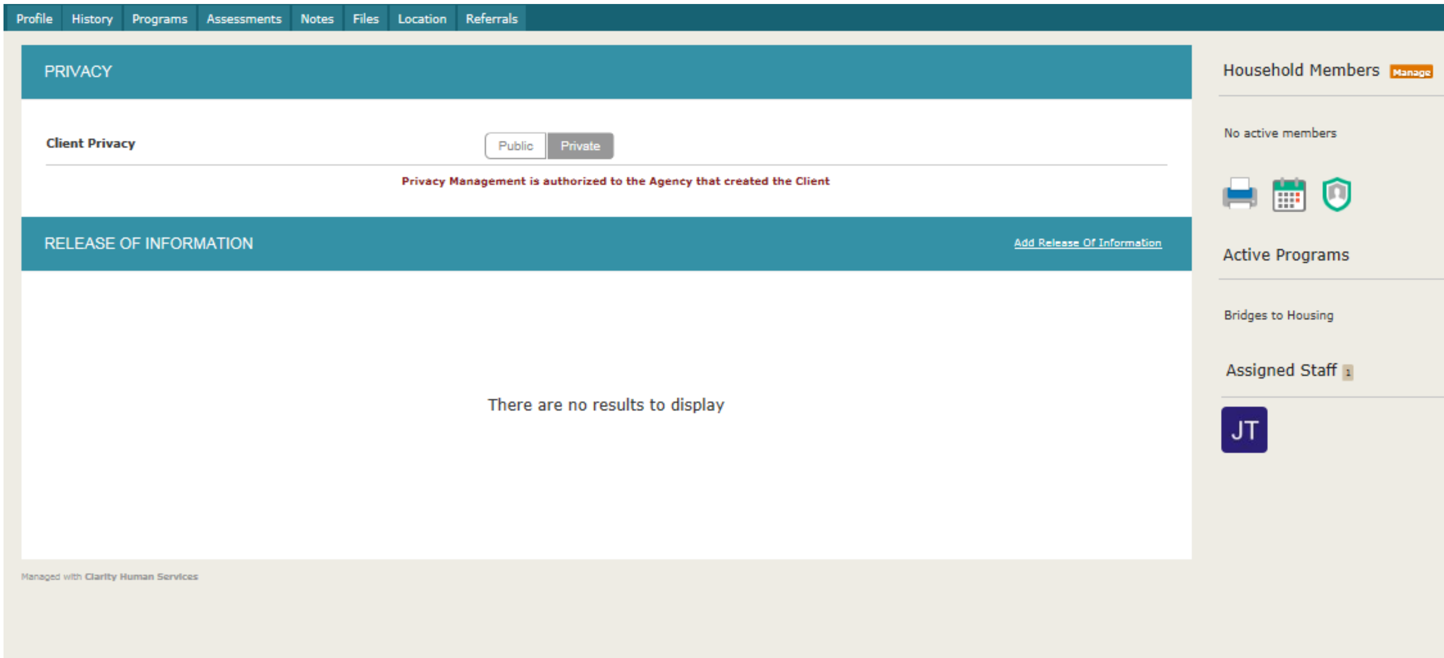
Department of Veteran Affairs ROI

If the head of household (HOH) identifies as a Veteran or discloses that they have serve in the United States military, the Housing Assessor should ask the Head of Household to sign a Department of Veteran Affairs ROI. By signing this ROI, the household can be discussed at the Veteran's By Name List Case Conferencing meeting. The purpose of this meeting is intake, housing placements, referrals, and case management coordination.

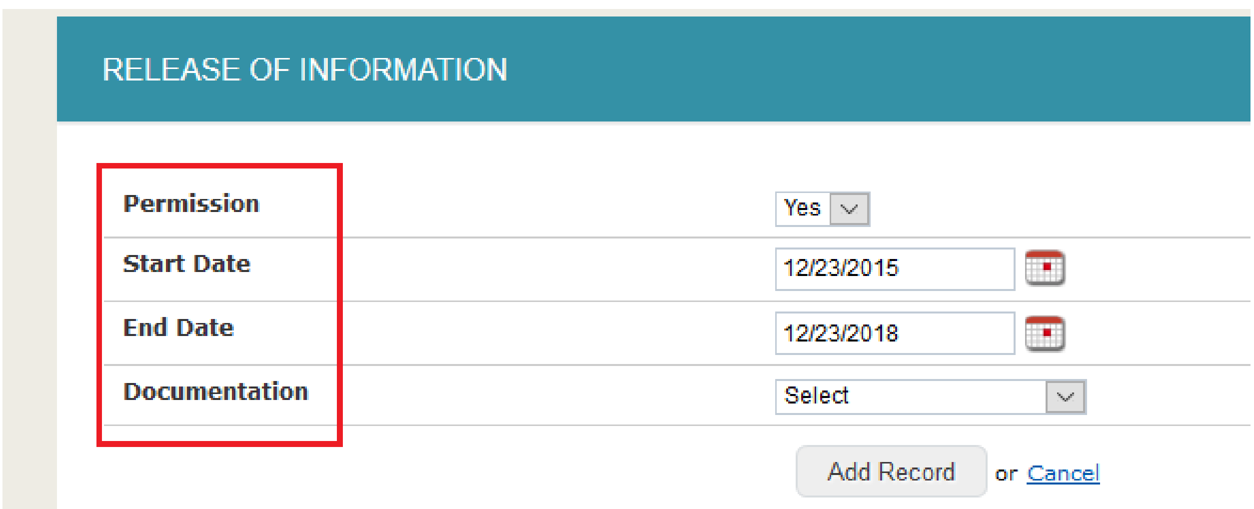
Instructions on how to upload an ROI into HMIS

Once you have created a new client profile, you can upload the ROI. You will need to follow these steps:

To upload the ROI, click on the green "Shield" icon, next to the client calendar and print icons. This will open the Release of Information screen.



Next, click the button "Add Release of Information" on the second blue box.



The Release of Information Screen will appear. Complete the following data fields:

- Permission: Yes = Client provided consent/ No = Client did not provide consent

- Start Date-This is the date that the client signed the ROI. The "Start Date" defaults to today's date, but it must be configured to reflect the actual date the ROI was signed by the client, if it was not signed on the current day.

- End Date-This is the date that the ROI will expire. It will default to seven years from the start date. This is the correct default date for King County.

- Documentation- Select Attached PDF from the menu. This will prompt the end user to upload the PDF.

- Select "Add Record" once all data fields are complete.

*Note: Only one ROI per agency per active start/end date range is permitted.
The system will not allow you to upload a second ROI within the same date range. If the household has an HMIS ROI and a Veteran Affair ROI, it is best to upload those into one PDF. Once an ROI has been added, the client's ROI page will reflect the uploaded PDF (see below).

Refused Consent
Households that refuse consent will have their identifying information held by CEA outside of the database. Individuals who do not sign the ROI will be entered into HMIS as "de-identified", meaning their profile will not contain identifying information about this household. The household will be assigned a Clarity unique identifier number. Housing Assessors are encouraged to give the household their ID number so the household can provide it to any agency they are working with.

Instructions on how to create a de-identified profile in HMIS can be found in the Complete Seattle: King County HMIS Manual found here on page 6. Once the profile has been created and the assessment has been entered into HMIS, the Housing Assessor needs to send the identifying information to the CEA team.

There are two ways to send non-consenting information.

1. Non-consenting participant information should be sent by **Fax to (206) 205-6565, Attn: CEA Referral Specialists.** Print off the profile page from HMIS that has the Head of Household's unique identifier number listed. At the bottom of the page, list the name, date of birth, gender, and contact information for each household member. If it is a family, please list all the family members on one page so the CEA team knows that are a family unit.

2. You can also send a **secured** email to cea@kingcounty.gov with the subject line "De-Identified Household" listing all the above information for each family member (unique identifier, name, DOB, gender, and contact info).

<u>Step 3. Discuss opportunity for Path to Home services</u>

All Housing Assessors at the Regional Access Points should discuss Path to Home services with every household to see if the household can identify an immediate temporary or permanent solution to homelessness outside of the homeless services system. Households that score 0-3 on their assessment will only be offered Path to Home services and will not be eligible for resources through CEA.

If the household is able to identify a housing plan, the Housing Assessor should foster effective participant “problem solving”. These conversations need to include open ended questions and motivational interviewing.

For more information about Path to Home please read the CEA Path to Home Manual found on the CEA website.

<u>Step 4. Complete CEA Assessment</u>

Housing Assessors must complete all VI-SPDAT and SPDATs in HMIS within 48 hours of when the information was first collected, whether the assessment is first conducted on paper or directly inputted within HMIS. This includes each field of the VI-SPDAT assessment, all supplemental questions, and flag review notes if applicable.

Selecting the Housing Assessment

The population specific version of the VI-SPDAT tool are:

- **F-SPDAT**:
  The F-SPDAT should be completed when assessing a woman who is pregnant or a household that has at least one child under the age of 18. One assessment is competed for the entire family unit.

- **TAY-SPDAT**:
  The TAY-SPDAT should be completed with someone who is between 17.5-24 years old.

- **VI-SPDAT**:
  The VI-SPDAT should be completed with a single adult who is 25 years of age or older

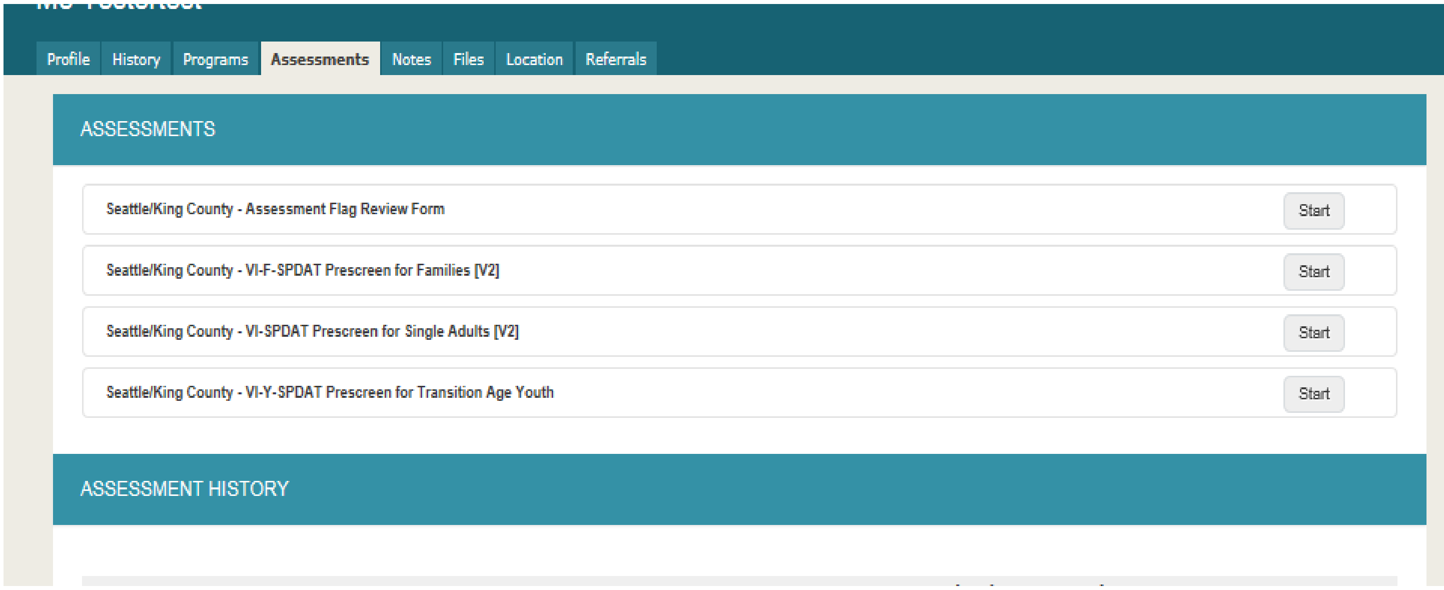
Which assessment tool to use for unique situations:

- ❖ A young adult (17.5-24) who is pregnant- complete a F-SPDAT
- ❖ Two adults over 25 that want to live together- compete a VI-SPDAT for each single adult
- ❖ A family that consists of HOH, grandma, and 2 twins age 7- F-SPDAT for the entire family

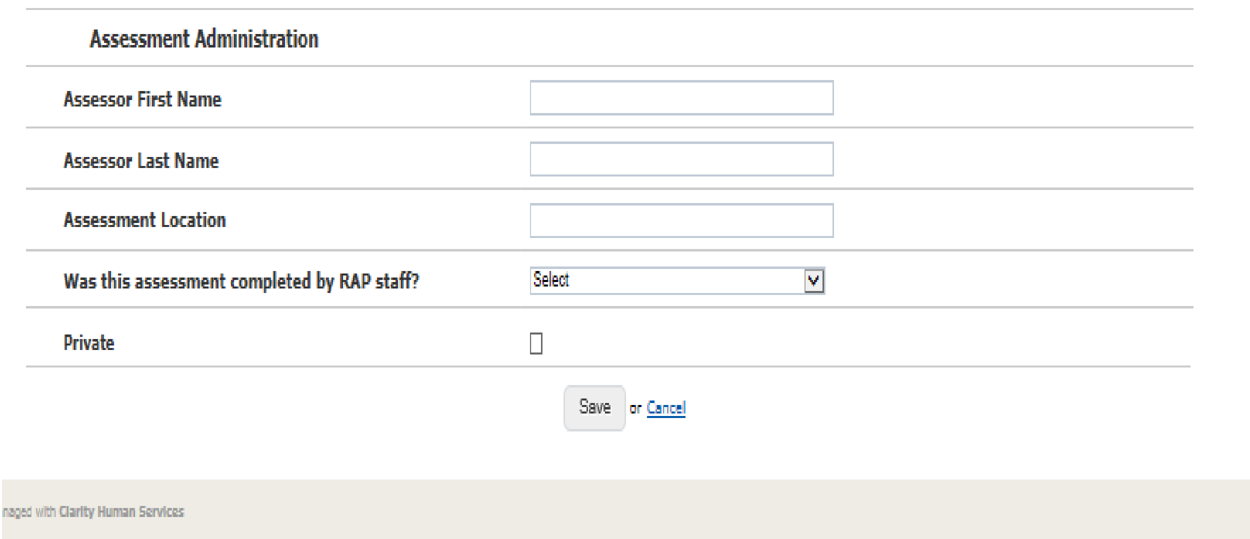
- A family with HOH and one child 19 year old but is still in high school- complete two VI-SPDATS, one for dad and one for adult child

Entering the assessment into HMIS

Click the blue assessment tab in the client's profile. Next, you will select the appropriate version of the VI-SPDAT by clicking the start button to the right of that assessment.



You will need to complete all fields of the assessment. Once completed, you will need to complete the Assessment Administration section of the VI-SPDAT including the information of the assessor who conducted the assessment. Next, click "Save" at the bottom of the screen.



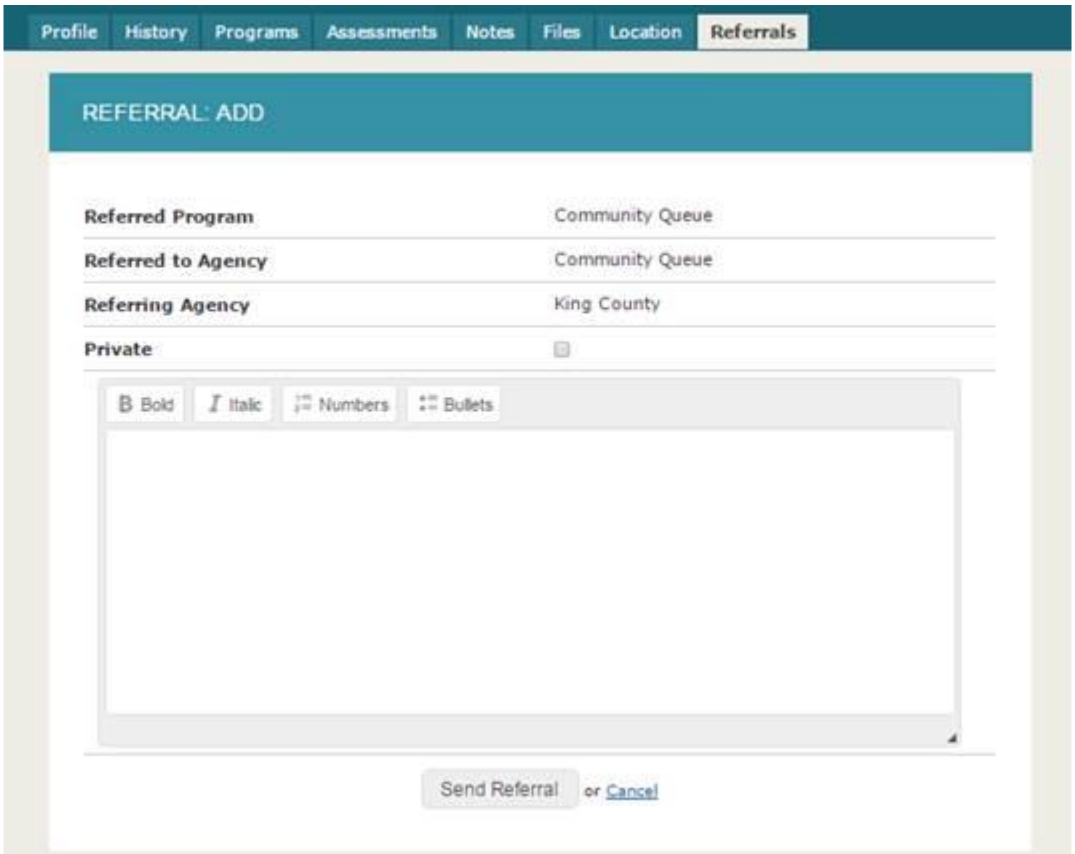
<u>Step 5. Referring the assessment to the community queue</u>

For all households that score a four or more on their assessment, you will need to refer the assessment to the community queue. This is the pool of households that are eligible for CEA resources and waiting to be referred to housing.

1. After saving the assessment you will be taken to this page. You will need to scroll to the bottom of the screen and click the black box that says **"Refer to the Community Queue"** (see image below)

   Above the Refer to the Community Queue button, you will see a list of programs that the household is eligible for. If you click on the drop downs, it will let you refer households to these programs. **(IGNORE THIS SECTION. NEVER REFER A HOUSEHOLD TO A RESOURCE. IF YOU MAKE A REFERRAL TO A PROGRAM, YOU WILL LOSE YOUR ASSESSOR ACCESS)**

After clicking “Refer Directly to the Community Queue”, you will be taken here.



This is where you can add a referral note. Your note would include information that would help the CEA Referral Team make appropriate referrals, geographic preference, needs ADA unit, etc.). After including a note if needed, click “Send Referral” at the bottom of the page. The household has now been added to the community queue.

Step 6. Enter Contact Information in the Location Tab

Housing Referrals from CEA rely on having a way to contact a household. Since not every household has a phone, and phones can be lost and numbers can change, we must be creative about the ways CEA can reach households.

Housing Assessor should include as many forms of contact information as possible. This information should be entered into two places in HMIS.

1. Contact information in the assessment
2. In the location tab in HMIS (see instructions below)

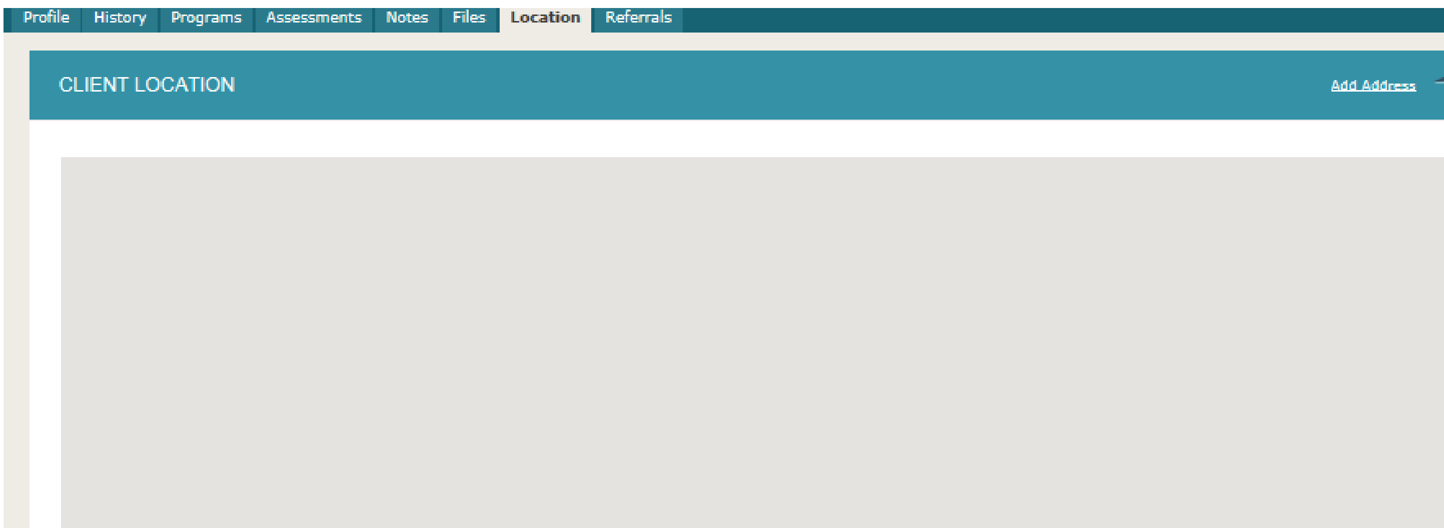
Examples of contact information that should be collected are:

- Friends, family, a case manager, etc. who can get a message to them;
- A place they go to where they'd be able to receive a message (meal program, drop-in, shelter, etc.);
- Outreach worker teams are often integral to being able to reach someone who is staying outside;
- Phone;
- Text;
- Email; and / or
- Facebook URL

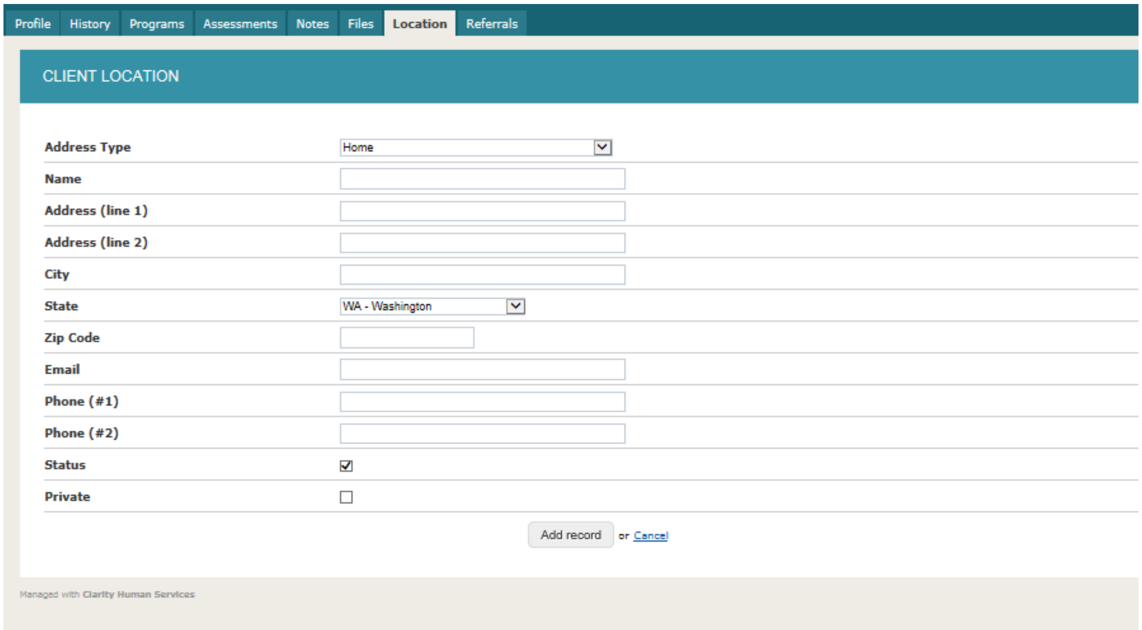
Be sure to include the zip code of the area the household is staying. There are certain housing resources that require referrals to come from certain regions of the county. This information will aid the CEA team making appropriate referrals.

How to add contact information to the Location Tab in HMIS

Click on the blue "Location" tab in the client file. Click "Add Address".



Complete contact information and click "Add Record".



You will be notified at the top of the screen that your record has been saved.

Next steps

Upon completion of the VI-SPDAT, Housing Assessors should emphasize the importance of having reliable and comprehensive information regarding the best time and place to contact the household. etc. Housing Assessors should inform households they can update their information in the following ways:

- With any community-based Housing Assessor
- By calling CEA post assessment line at (206) 328-5796
- By calling any of the Regional Access Points[5]

Housing Assessors should also inform households that there is no CEA waitlist. The list of households seeking housing changes every day with new intakes and households' situations changing. The list of available housing resources also changes daily as units are filled and housing programs release new resources. CEA works to prioritize the most vulnerable households first.

The CEA Process flow is outlined in Appendix III

[5] Detailed information about the location, hours f operation, and contact information for RAPs can be found at http://kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/access-points.aspx

The CEA Tips and Resource Guide for Consumers is outlines in Appendix IV
CEA Frequently Asked Questions can be found in Appendix V

Flag Review Panel

The Flag Review Panel, made up of CEA Referral Specialists will periodically review cases for households with high vulnerability (defined below) who are unable or unwilling to complete a VI-SPDAT assessment or those assessments that were flagged by a Housing Assessor as not capturing the needs or vulnerability of a household.

The purpose of convening as a review panel is to provide a safety net for individuals where the tool did not reveal the full depth and/or urgency of the situation, not a side door to the process.

Housing Assessors will have to demonstrate professional judgment in this process. Those that repeatedly refer a large percentage of individuals to the review panel may be subject to additional training and/or other measures. A review panel will be used to allow for some element of individual attention and conversation in this process, but at the same time still maintain a uniform, transparent process.

1. A Housing Assessor notes in Clarity that an Assessment Score Review is needed and a household meets on of the following criteria:

    A. A severe medical condition is present that meets one of the following criteria:
        a. Requires a medical device that is used to cure or treat disease that needs electricity to operate.
        b. Medical treatment that requires portable oxygen
        c. Terminal illness
        d. History of Frostbite, Hypothermia, or Immersion Foot
        e. A member of the household is receiving treatment for a life threatening condition
        f. A life threatening medical event has occurred in the last 30 days
    B. A severe behavioral health condition that presents barriers to daily functioning and housing that were not captured in the assessment.
    C. Evidence of self-neglect. Observation by the Housing Assessor/case manager/outreach worker is sufficient to meet this condition.
    D. Old age. The individual is 80 years of age or older.

E. Deaf and/or blind

2. Housing Assessors must provide the following information.

    a. Which VI-SPDAT question/s need review because the current answer does not reflect their knowledge of the household's circumstances or history , and
    b. Provide the information, and documentation, that proves the need for a changed response to the question.

NOTE: If there is no information provided by the Housing Assessor relevant to why a household's assessment and VI-SPDAT questions should be reviewed then the case will not be discussed.

3. The only guarantee related to the review panel process is that the individual will receive a review. Not all cases will result in a VI-SPDAT score change. In some instances, the review panel may determine that the initial score and position on the community queue is correct. In other situations, the flag review panel may determine that a higher score is warranted.

HMIS Data Input Responsibilities

All Housing Assessors are required to be HMIS users and must complete the **Clarity General Training** before they will be granted access to the system. Clarity General Training is offered via live webinar once each week. Click here to Schedule a Training.

Housing Assessors must complete all VI-SPDAT and SPDATs in HMIS within 48 hours of when the information was first collected, whether the assessment is first conducted on paper or directly inputted within HMIS.

This includes each field of the VI-SPDAT assessment, all supplemental questions, and flag review notes if applicable.

There is a HMIS Coordinated Entry Toolkit accessible at http://kingcounty.hmis.cc/coordinated-entry-toolkit/

Glossary of Terms

CEA (Coordinated Entry for All) – The process where any eligible household can complete an assessment to be considered for homelessness assistance through King County.

CEA Participating Program – Any program that is required by its funding source to participate in coordinated entry, or has opted into the system to receive its referrals through coordinated entry.

Community Outreach Teams – Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.

Community Queue – the list of eligible households for resources in CEA.

Coordinating Entity – Refers to King County; the entity that manages the CEA system.

Eligible Household - CEA serves all young adults, families, veterans, and single adults who are literally homeless according to the category 1 HUD definition of homelessness or fleeing/attempting to flee domestic violence, and single young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See "Eligibility" section for details.

Family – An individual or couple who is pregnant or parenting

F-SPDAT (Family Service Prioritization Decision Assistance Tool) – A tool developed and owned by OrgCode is utilized for pregnant or parenting households to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability.

HMIS (Homeless Management Information System) – a web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care (CoC) jurisdiction, as mandated by HUD.

Housing Assessors – Staff based at Regional Access Points and other identified individuals who administer the assessment tool with individuals and families who are eligible for Coordinated Entry for All.

Housing Navigators – Staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.

Mobile Assessment – Housing assessments completed by an Outreach Team with households who are unable to visit a physical Regional Access Point location.

Rapid Re-Housing (RRH) – A type of housing assistance that provides housing identification, move-in and rental assistance, and/or case management.

Regional Access Point (RAP) – Regional Access Points provide housing assessments and referrals to community resources. They are located in five sites across King County. Housing assessors and navigators are based at these sites.

TAY-VI-SPDAT (Transition-Aged Youth Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single young adults between 18-24, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the TAY-VI-SPDAT allows for prioritization based on presence of vulnerability.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.

YA (Young Adult) – An individual who is 18-24 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

Appendices

Messaging
HMIS Client Information Sheet
CEA Process/Flow
CEA Tips and Resource Guide
CEA Frequently Asked Questions

Appendix I
Messaging- Opening Script for Assessments

Example of Introductory script.

"My name is [ ] and I work for an agency called [ ]. I have a 30 minute assessment I would like to complete with you. This Assessment will help me determine if you are eligible for homeless housing through Coordinated Entry for All. This assessment is not used to screen you out of housing rather it is used to help figure out what you are eligible for.

Most questions only require a "yes" or "no." Some questions require a one-word answer. You do not need to provide any additional details or information if you are not comfortable. Simply answering yes or no is okay. You may refuse to answer or skip any question. If you do not understand a question I can give you clarification, feel free to stop me and ask a question at any time. There are no 'right' or 'wrong' answers, so please be as honest as you can.

The information collected goes into a secure database, the Homeless Management Information System (HMIS) which will ensure that instead of going to agencies all over town to get on waiting lists, you will only have to fill out this paperwork one time.

If you have a case manager who is helping you apply for housing, you should still work with them once you have finished this survey. I want to make sure you know that there are limited housing resources that are connected to the assessment, so you will not receive a housing referral today.

Appendix II
HMIS Client Information Sheet

King County
401 Fifth Avenue
Seattle, WA 98104

Bitfocus
548 Market St #60866
San Francisco, CA 94104
(206) 444-4001

Homeless Management Information System
Client Information Sheet

What is the HMIS System?
HMIS stands for Homeless Management Information System, and is a requirement for all programs and agencies providing services to low-income and homeless households with the support of federal funds. The HMIS is a data system that stores information about homelessness services

What is the purpose of the HMIS System?
The purpose of the HMIS is to improve services that support people who are homeless to get housing, and to have better access to those services.

Why is this type of information being collected?
Client data will be used by local, state, and federal officials to better address the needs of the homeless. Gathering certain basic information (race, date of birth, family size, etc.) about you and the members of your household is a requirement of the federal and local funding which supports this program.

How can the HMIS System benefit me, the client?
By gathering this information on you only once –you can be served by other agencies without reporting all the details (date of birth, social security number, last address, etc.) again and again. If there is a reason that providing your name or the name of other members of your household would place you (or your household member) at risk, then you can request that your information NOT be shared with other agencies. You have the right to revoke the sharing of your information at any time simply by completing a "Client Revocation of Consent to Release Information" form. This form is available at any HMIS-participating agency.

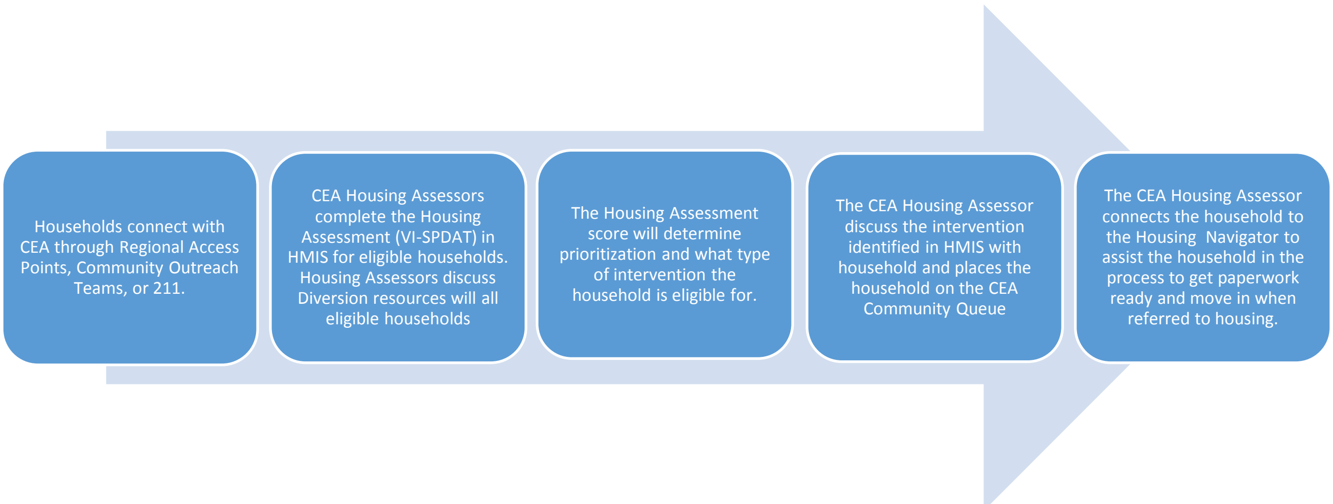
Also, by using the information you provide for the HMIS, you and your case worker can work together to identify the housing and services you need and work to obtain them.

Who has access to your information?
My HMIS information may be shared by the Partner Agencies to coordinate referral and placement for housing and services such as counseling, food, utility assistance, and other services. Report developers and HMIS staff may also see your data. There are strict legal guidelines for who has access to your information, and it is protected by electronic encryption.

What are your rights as a client?
You may be required to answer some questions as a prerequisite for a program, but there will be other questions you can choose not to answer. You have a right to view your record and to correct inaccurate information. You also have a right to a copy of your record. We will also NEVER give any information (health, medical needs, mental health, domestic violence, etc.) about you to anyone outside this organization, UNLESS YOU GIVE WRITTEN CONSENT, or as required by law through a subpoena or a court order. Personally identifying information, such as names and birthdays, will be removed seven years after my last recorded HMIS activity. You will receive services whether or not you allow your personally identifying information to be entered into HMIS.

This form may not be amended except on approval of the HMIS Steering Committee
Please send all requests for changes to: kcsupport@clarityhs.com

Appendix III
CEA Process Flow



Step 1: Connecting to Coordinated Entry for All - To ensure accessibility for eligible households, CEA provides services from Regional Access Points located throughout King County. Eligible households can initiate an appointment in person through any of the designated Regional Access Points or by calling 211. Households can also complete an assessment through community outreach teams, and/or mobile housing assessors. Information about how to obtain services through CEA is also available through a broad range of community-based service providers, on-line, and through calling 211.

Step 2: Housing Assessment - *Housing Assessors* are available to administer the assessment with eligible households. The assessment is completed and tracked using HMIS. The Eligibility Engine in Bitfocus identifies what resources a household may be eligible for based on the outcome of the Housing Assessment.

Step 3: Emergency Shelter and Other Services – At the time of assessment, *Housing Assessors* will connect households with emergency shelter or other crisis response services as appropriate and as available. *Housing Assessors* will also have access to flexible financial assistance and an array of other services and mainstream resources to assist in immediate needs such as diversion opportunities, employment, education, transportation, public benefits, and legal services, among other resources.

Step 4: Housing Navigation – Once an eligible household completes the housing assessment, the household has the option to be connected with a *Housing Navigator*. Priority will be given to those with the highest needs as identified by the assessment score. This connection can be made in real time (i.e. upon completion of the assessment) or by pulling from the *Community*

Queue in HMIS. A Housing Navigator may continue to work with the eligible household from the time they complete their housing assessment until they have been referred to a housing program, depending on the household's desire for that support.

Step 5: Housing Referral – Households are referred based on the prioritization policy adopted in King County. Information gathered from the assessment is used to create a vulnerability score which is contributes to prioritization for available resources. Households not recommended for housing resources based on the results of the assessment will be offered other services, such as diversion, short-term/emergency housing, or referral to other community supports. Households not interested in the programs identified through the assessment as the appropriate level of support for them may also be offered other resources.

Appendix IV
CEA Tips and Resource Guide for Consumers

King County

Coordinated Entry for All (CEA) – Tips & Resources Guide
CEA: (206) 328-5796 | CCS RAP: (206) 328-5900

Frequently Asked Questions about Coordinated Entry for All (CEA)

I have completed a housing assessment— is there a waitlist for housing? How long does it take for me to get housing?

There is no waitlist for housing. The number of people and families experiencing homelessness changes every day. The list of available resources also changes every day. There is no way for us to know how much time it will take to match you with the right housing.

What happens after my housing assessment?

You now have an active housing assessment for CEA. CEA staff will contact you when you are the next eligible household for housing. They will try to reach you using all the contact information you gave us today. Once contacted, please make sure you respond as quickly as you can.

When should I call the CEA phone line?

You should call CEA at (206) 328-5796 when you need to update your contact information or if anything you mentioned in your assessment has changed. You can also call any Regional Access Point (RAP) site to update your information.

RAP Information:
Location: ____
Phone number: ____________________________________

I have completed the housing assessment but my situation has changed. What should I do?

To update your contact information or any other information related to your housing assessment, please call CEA at (206) 328-5796 or any of the Regional Access Point (RAP) sites.

Please call to update if any of the following changes: ✓ Where your household is staying ✓ If there are changes in family members

- ✓ If the number of people in your household changes
- ✓ Contact information (email, telephone number, secondary telephone number, etc.)
- ✓ Change to income (employment, SSI, TANF, child support, etc.)
- ✓ Change in payment plan to an old landlord or debt collector
- ✓ Criminal background or warrant

Next Steps

When you are called for a housing resource, the housing program may ask you to turn in these items. Please start working on getting these documents if you do not have them:

Resources

Resources that help pay for photo ID:

- *Department of Social and Health Services (DSHS)*: Current clients may walk into any DSHS office to start the process. For details, call (206) 501-2233 or (877) 501-2233
- *Solanus Casey Center*: (206) 223-0907

Payment Planning & Credit Reports:

- Free credit reports at www.annualcreditreport.com
- Start a payment plan with a Housing Authority:
  - *King County Housing Authority*: www.kcha.org
  - *Seattle Housing Authority*: www.seattlehousing.org

Criminal Background & Warrant Status:

- *Washington State Courts*: www.courts.wa.gov
- Quash active warrants:
  - Go to any *King County District Court* location or call at (206) 205-9200.
  - Free legal advice: www.washingtonlawhelp.org

Social Security card:

- www.ssa.gov/forms

Birth Certificates:

- www.usa.gov/replace-vital-documents

Employment Navigation

If you are not working, it is a chance to get work. If you are currently working, this is a chance to look for another job or reduce any barriers that may get in the way of working.

1) When you are ready, the assessor will give your name and contact information to an employment navigator.
2) The Employment Navigator will try to contact you within 2 days to help you with your employment goals.

Possible things to work on with an Employment Navigator:

- Talk to you about your work history, and your strengths and barriers
- Create a plan for your employment goals

- Connection to employment openings through WorkSource or other employment services
- Help with interviewing or making a resume
- Refer you to job openings or job fairs

Information about services such as childcare, access to transportation, or work clothes

Appendix V
CEA Frequently Asked Question

1. What is Coordinated Entry for All (CEA)?

CEA ensures that people experiencing homelessness can get help finding stable housing by identifying, assessing, and connecting them to housing support services and housing resources. CEA uses a standardized assessment tool that matches the right level of services and housing resources to people experiencing homelessness.

2. How does CEA work?

CEA uses an assessment tool, called the VI-SPDAT, to get more information about the needs of each homeless family or homeless person. In general, the assessment tool asks a series of questions about you, your health, how you are experiencing homelessness, and what other needs you might have.

3. Who does CEA serve?

CEA serves all people (single adults, young adults*, couples, families, and veterans) who are experiencing homelessness. Additionally, young adults* who are at risk of homelessness within 14 days can also receive CEA services.

Being homeless means you are:

- Living and sleeping outside or in places not meant for human habitation,
- Fleeing or attempting to flee domestic violence**,
- Staying in an emergency shelter or transitional housing, or
- Exiting an institution*** where you stayed for up to 90 days and were homeless before entering that institution.

* **Young adult** means a person between 17.5 years old through 24 years old.

Domestic violence means the person or family is afraid to return to their home or is experiencing dangerous or life threatening conditions at home, usually due to abuse, stalking, dating violence, sexual assault or other physical assault. Persons who have experienced human trafficking or sexual exploitation may also be served by

4. How can I get connected to CEA?

You can get connected to CEA by calling 211 or come to one of our Regional Access Point offices. The address for these offices are listed in Question 6.

5. I do not meet any of the conditions described in Question 3, where can I go for help?

CEA can only serve people or families who meet at least one of the conditions described in Question 3. If you or your family do not meet any of the conditions listed, please visit http://crisisclinic.org/ to get connected with other services.

6. Where are the Regional Access Point offices located?

There are 5 Regional Access Point offices located throughout King County. They are listed below.

Seattle Office	**Catholic Community Services** Address: 100 23rd Avenue South, Seattle, WA 98144 Phone: 206-323-6336 Hours of operation: Monday – Friday 9am – 5pm Evening/weekend hours by appointment Walk-in hours: Thursdays 9am-12pm
South King County in Federal Way Office	**Multi-Service Center- Federal Way** Address: 1200 South 336th Street, Federal Way, WA 98003 Phone: (253) 838-6810 Hours of operation: Monday –Friday 9 am-5 pm. Evenings/weekends by appointment. Walk-in Hours: Tuesdays 3pm-6pm and Thursdays 10am-12pm

South King County - Renton Office	**YWCA- Renton** Address: 1010 South 2nd Street, Renton, WA 98057 Phone: (425) 264-1400 Monday –Friday 9 am-5 pm. Saturday hours by appointment only. Walk-in Hours: Mondays and Wednesdays 1pm – 3pm
North King County Office	**Opportunity Center for Employment and Education** Address: 9600 College Way North, Seattle, WA 98103 Phone: 206-753-4890 Hours of operation: Monday – Friday 9am – 5pm. Evenings/weekends by appointment.
East King County Office	**Catholic Community Services - Bellevue** Address: 11061 NE 2nd Street, Bellevue, WA 98004 (Note: The office is in the First Congregational Church building.) Phone: (206) 323-6336 Hours of operation: Monday: 9am - 7pm; Tuesday, Wednesday, and Thursday: 8:30am - 6pm. Walk-in Hours: Wednesdays 9am – 12pm

7. What happens when I call 211?

When you call 211, let the person answering your call know that you would like to make an appointment for a housing assessment. A housing assessment can be completed for anyone experiencing homelessness.

If you are a homeless youth or young adult, there are additional locations for you to get a housing assessment. Additional locations for youth and young adults can be found here.

8. I do not speak English very well. Will I be able to get a housing assessment?

Yes. Workers at the Regional Access Point offices can speak several different languages. When you call 211, please let the person answering your phone call know what language you are most comfortable speaking. If no workers at the location where you are meeting speak the same language as yours, the person answering your phone call will make sure an interpreter will be available during your appointment.

9. I have young children. Can I bring them to my housing assessment meeting?
Yes. You are welcome to bring your children with you to your appointment.

10. I have work or school during the daytime hours. Will I be able to get a housing assessment?
Yes. Regional Access Point offices can offer evening and weekend hours by appointment. When you call 211, please let the person answering your phone call know about your work or school schedule.

11. What if I am currently in a jail or a prison, can CEA help me?
If you were homeless before being in a jail or prison <u>AND</u> stayed in jail or prison for 90 days or less, then CEA can help.

If you are a young adult (17.5 through 24 years old), CEA can help if it is at least two weeks before you leave a jail or prison. For a young adult, there is no requirement that you were homeless immediately before entering the jail or prison. There is also no requirement that you were in the jail or prison 90 days or less.

12. I have completed a housing assessment, is there a waitlist for housing? How long does it take for me to get housing?
There is no waitlist for housing. The number of homeless people and families needing housing change every day. The list of available apartments and other housing also change every day. There is no way for us to know how much time it takes to match you with the right housing.

13. I have completed the housing assessment but my situation has changed. What should I do?
If you want to update your contact information or any other information related to your housing assessment, you may call the CEA main phone line at 206-328-5796 or call any of the Regional Access Point offices.

14. I have a concern about CEA policies and procedures, who do I talk to?
If you have a concern about CEA policies and procedures, you may call 206-328-5796 or email cea@kingcounty.gov.